

# FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5j

## Executive Summary

Period Ending 07/31/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	<b>Response Times</b>			
2.0	Response Time - High	90%	100%	6
2.1	Response Time - Medium	90%	100%	16
2.2	Response Time - Low	90%	100%	5
	<b>Resolution Times</b>			
2.3	Resolution Time - High (Complex)	90%	100%	7
2.4	Resolution Time -Medium (Complex)	90%	100%	20
2.5	Resolution Time - High (Simple)	90%	0%	
2.6	Resolution Time -Medium (Simple)	90%	0%	
	<b>Other Service Metrics</b>			
2.7	Resolution Quality	95%	100%	27
2.8	Work Estimate Accuracy	90%	0%	
2.9	Service Reporting Delivery	7	7	1
	<b>Help Desk Metric</b>			
3.0	Request Volume	100	27	27

## Monthly Highlights

- 1) Successfully completed Phase III August 1 implementation.
- 2) Updated FMS security forms with Phase III Oracle responsibilities.
- 3) Most of the activity of the Tier II Help Desk issues were related to Guaranteed Agencies migration.
- 4) Reviewed Change Request Log with Change Control Board, and closed completed items.
- 5) Reviewed End of months and Fiscal year schedule for CFO, FMS, and FP's.
- 6) Worked with FMS Team to continue development plans for new file transfer protocol with external web server.
- 7) Assisted with Tracking Tool improvement plan development.
- 8) Total weekly FFEL / Financial Partners meetings with FMS Operations held during month is 4.
- 9) Created Solutions Operations processes for FMS.
- 10) Completed Job Aids for FMS Tier II Help Desk responsibilities.
- 11) Logged all FMS Help Desk calls from 07/01/01 thru 07/31/01.

(See Appendix A for detailed explanations of the Metrics.)